

1 **Claims**

2  
3 What is Claimed is:-  
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5 1) A method of training a user of a self-service kiosk, the  
6 method comprising the steps of:

7  
8 providing a self-service kiosk for providing a service  
9 to a user;

10  
11 on or adjacent to the self-service kiosk, providing the  
12 address of an online training facility; and

13  
14 providing at said address an online training facility  
15 instructing the user in the use of said self-service  
16 kiosk.  
17

18 2) The method of training a user of Claim 1 wherein said  
19 service to a user requires said user to enter  
20 information or make selections relating to the service  
21 provided.  
22

23 3) The method of training a user of Claim 2 wherein said  
24 information is provided by said user entering  
25 information in a predetermined format in one or more  
26 fields.  
27

28 4) The method of training a user of Claim 2 wherein said  
29 information is provided or selections are made by said  
30 user selecting from one or more options as provided by  
31 the trainer facility.

1  
2 5) The method of training a user of Claim 1 wherein said  
3 address of the online training facility is provided in  
4 the form of a removable printed document.

5  
6 6) The method of training a user of Claim 5 wherein said  
7 removable printed document is a business card.

8  
9 7) The method of training a user of Claim 5 wherein said  
10 removable printed document is printed when required by  
11 said self-service kiosk.

12  
13 8) The method of training a user of Claim 2 wherein the  
14 online trainer facility instructs a user by the steps  
15 of:

16  
17 providing an introduction that outlines the procedure to  
18 be followed in order to complete said trainer;

19  
20 simulating the service to the user provided by said  
21 self-service kiosk; and

22  
23 providing a guide to entering said information relating  
24 to said service to the user provided by said self-  
25 service kiosk.

26  
27 9) The method of training a user of Claim 8 wherein the  
28 guide to entering said information comprises a pointer  
29 and a prompt that informs the user as to the correct  
30 format and procedure for entering said information.

10) The method of training a user of Claim 8 wherein an error message is provided if incorrect information is entered by said user into the simulation.

11) The method of training a user of Claim 8 further comprising the step of allowing the user, upon completion of a training session, to access an online address corresponding to an associated simulator.

12) The method of training a user of Claim 8 further comprising the step of providing a visual simulation of self-service kiosk peripherals other than a display.

13) A method of training a user of a self-service kiosk, the method comprising the steps of:

providing a self-service kiosk for providing a service to a user;

on or adjacent to the self-service kiosk, providing the address of an online simulator; and

providing at said address an online simulator simulating the function of said self-service kiosk.

14) The method of training a user of Claim 13 wherein said service to a user requires said user to enter information or make selections relating to the services provided.

1 15) The method of training a user of Claim 14 wherein said  
2 information is provided by said user entering  
3 information in a predetermined format in one or more  
4 fields.

5  
6 16) The method of training a user of Claim 14 wherein said  
7 information is provided or selections are made by said  
8 user selecting from one or more options as provided by  
9 the simulator.

10  
11 17) The method of training a user of Claim 13 wherein said  
12 address of the online training facility is provided by a  
13 removable printed document.

14  
15 18) The method of training a user of Claim 17 wherein said  
16 removable printed document is a business card.

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18 19) The method of training a user of Claim 17 wherein said  
19 removable printed document is a receipt printed when  
20 required by said self-service kiosk.

21  
22 20) The method of training a user of Claim 13 further  
23 comprising the step of providing a visual simulation of  
24 self-service kiosk peripherals other than a display.